



DHSR EMPLOYEE

NEWSLETTER

September 2007

INSIDE THIS ISSUE:

<i>The Division Has a New Name, Logo, and Look</i>	1
<i>Lexington Office Photos & Another Move In DHSR</i>	2
<i>Complaint Intake Unit Takes Customer Service To A New Level</i>	3
<i>State Employees' Combined Campaign</i>	3
<i>Quarterly Editorial</i>	4
<i>Promotions Within The Division</i>	4
<i>Personnel News – Flu Season</i>	5
<i>DHSR Retirees & New Employees</i>	6
<i>Hurricane Awareness & Holiday Safety</i>	7
<i>Wellness News</i>	8

THE DIVISION HAS A NEW NAME,

Written by: Jeff Horton & Sheri Wilder

On July 5th, Governor Easley signed into law House Bill 720 which changed the name of the Division of Facility Services to the Division of Health Service Regulation. With this change, we believe we finally have a name that reflects many of the roles and functions performed by our agency.

In addition, when the name changed, division office staff worked with the DHHS Office of Public Affairs to create a new logo for our agency. After more than 64 logo ideas presented by Public Affairs' graphic artist Tracey Jarrett (a talented and *extremely* patient person!), we finally reached consensus on the below design, which generated excitement when it was sent around to folks in the division.

The new logo is already on our newly redesigned website at: <http://facility-services.state.nc.us> We are also considering placing it in the footer of form letters and in other places.



Not only do we have a new name and corresponding logo, but with many sections shifting into new buildings, we have a new look. This issue was designed to give us all a glimpse of the changes within the Division of Health Service Regulation, with even more change to come. Take a look on page 2 for the promised pictures of the new Lexington office as well as the renovated Lineberger building in the Raleigh office where our Complaint Intake, Acute & Home Care, and Nursing Home Licensure & Certification staff are now located.

LEXINGTON OFFICE PHOTOS

Written by: Jeff Horton

As promised in the previous edition of the *Newsletter*, this past May, DHSR staff in Lexington with the Mental Health and Adult Care Sections was busy moving into their new office space. Below are recent pictures taken of the new office space. Staff commented they are very happy with the space and its location to facilities regulated by both sections.



As Promised...
Pictures of the NEW office space!!!



Conference Room



Break Room



Reception Area

ANOTHER MOVE IN DHSR AND MORE TO

In addition to the Lexington move, the 3rd and 4th weeks of June this summer saw the Nursing Home, Acute and Home Care and Complaint Intake staff move into the newly renovated Lineberger Building on the Dorothea Dix campus in Raleigh. Since the renovation had taken a little longer than expected, staff was

very excited to move into their "new" office space. And that's not all, with more than 30 new positions created for our division in this year's budget, there will probably be more moving in the division to make room for the new staff and re-arrange the work spaces of existing staff. As always, staff have been ex-

tremely helpful, patient and professional in all of these situations, which sometimes prove stressful; however, with growth comes change and we hope the overall changes taking place in work spaces will work best for everyone's benefit now and in the future.

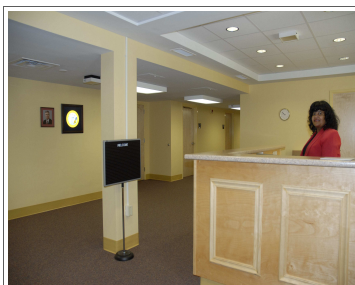
"...staff have been extremely helpful, patient, and professional in all of these situations..."



Front of Lineberger Building



Conference Room



Reception Area



Break Room



2nd Floor Hallway

COMPLAINT INTAKE UNIT TAKES CUSTOMER SERVICE TO A NEW LEVEL

Written by: Bernetta Thorne-Williams

The Complaint Intake Unit (CIU), operated through Division of Health Regulation (DHSR), provides customer services to the public, consumers of healthcare, healthcare providers, DHSR Sections and other agencies. In an effort to improve the services provided, the complaint intake unit developed a self monitoring tool to solicit feedback from the public.

A workgroup of intake staff, other DHSR Section staff and other agency staff, was formed in April to develop a customer survey questionnaire. This workgroup included Bernetta Thorne-Williams, Denice Davis, Kim Ruppel, Renee Filippucci-Kotz, Rita Horton with the CIU.

Beverly Speroff (Nursing Home Licensure and Certification Section) and Denise Rogers (Division of Aging) provided consultation and assistance with developing the questionnaire. The workgroup sent out one hundred and fifty-two Customer Service Surveys to complainants during the month of April 2007. The CIU tracked its performance in the areas of telephone number being easily available, telephone menu systems being easy to use, complaints being taken promptly, staff's courteousness, helpfulness, knowledge and staff's patience.

CIU received thirty-eight (38%) returned responses, and the information was analyzed for trends. The responses clearly indicated that the CIU was provid-

ing outstanding customer support and services to the public. Overall, an average of 83% of those individuals completing the survey provided a rating of agree or strongly agree.

The information gathered during the survey process proved invaluable to the CIU, prompting the unit to develop a similar tool to use with other customers to ensure all of their needs are being met. These surveys will be completed annually to ensure the CIU maintains the highest levels of customer service.

STATE EMPLOYEES' COMBINED CAMPAIGN

Written By: Sheri Wilder

Congratulations! You have helped make our 2007 State Employees' Combined Campaign a huge success! Many employees took an active role in helping to reach this year's goals, and the DHSR Newsletter Committee would like to thank you especially for your willingness to facilitate another successful year of donations.

A special "thank you" goes out to Kathy Larrison for organizing and carrying out the events involved as well as to Cindy Deporter who graciously chauffeured Grunt the pig and his buddies Jack & Russell to Raleigh for the cause!

Finally, we thank all who contributed monetarily to the worthy causes, making a difference in the state of North Carolina. Below you will find that each office greatly exceeded their goal this year. Way to go!

Raleigh = \$30,311

Goal \$28,000; 2006 total was \$27,656

Asheville & Black Mountain = \$4,035

Goal \$2,500; 2006 total was \$2,470

Clinton = \$1,385

Goal \$950; 2006 total was \$925

Lexington = \$ 900

Goal \$1,200; 2006 total was \$1,189

Raleigh Events Total:

Kiss the Pig \$389

Yard Sale \$150

Dunking Booth \$124



MAKING A DIFFERENCE

Written by: Wayne Denning

Do you make a difference? No Really! Do **YOU** make a difference? After you have passed by, will things be "different" and different in a positive direction. Mr. Webster defined difference as "A noticeable change or effect."

You may have heard this story before but it bears rehearing. On a cold rainy and miserable night a man noticed a car broken down on the freeway. He stopped. A woman was in need of a ride. Where she needed to go was out of his way but the gentleman drove her to her destination.

Several weeks had passed when there was a knock at his door. It was a delivery man. "Sir, I have a delivery for you. May we bring it in?" "What in the world? he thought. He was not expecting anything. He had not ordered

anything - it must be a mistake.

The delivery man carefully removed the crating from a very large present. It was a beautiful home entertainment center made of beautiful mahogany. "There's a note sir." the delivery man said handing him a personally addressed envelope.

He opened the note. "**A few weeks ago, I was summoned to my dying husband's bedside at the hospital. He did not have long to live and as fate would have it, on the worst possible night, my car broke down. Because you stopped, and only because you stopped, I was able to see and speak to my husband before he passed away. I will be eternally grateful to you for making a difference.**" The note was signed - Ms Nat King Cole.

On a beach, early one morning, just as the sun began to put that red hue in the sky, a young girl, on vacation with her family, was taking a walk. To her dismay, lying before her, she found first one star fish and then another. The tide had gone out and the star fish were stranded. They stretched for as far as the eye could see. She knew they would die if they were not returned to the safety of their home in the sea. She began frantically to pick them up and throw them back into the surf. A retired man taking his usual walk early in the morning approached her shaking his head. "You can't possibly save all these starfish! Look! They stretch for miles" he announced. She stood from her crouched position for just a moment and looking up into his eyes said "*I know sir. I can't save them all - but it sure makes a difference to these.*"

PROMOTIONS WITHIN THE DIVISION

There have been promotions within the division since the May 2007 edition of the *DHSR Employee Newsletter* which we would like to highlight. We would like to congratulate you all and wish you the best in your new positions!



- **Angela Brown** with the Nursing Home Licensure & Certification, Raleigh, has promoted from a FSCI to FSCII. This change was effective 4/1/2007.
- **Robin Sulfridge** with Mental Health Licensure, Lexington Office, has promoted from FSCII to FS Branch Manager. This change was effective 05/03/2007.
- **Nadine Pfeiffer** with Nursing Home Licensure, Raleigh, has promoted from FSCII to FS Branch Manager, Division Office. This change was effective 5/3/2007.

- **Miranda Nixon** with Nursing Home Licensure & Certification, Raleigh, has promoted from FSCI to FSCII. This change was effective 06/29/07.
- **David Rogers** with Mental Health Licensure, Lexington Office, has promoted from FSCI to FSCII. This change was effective 07/03/2007.
- **Mary Pinto**, Nursing Home Licensure, Raleigh, has promoted from FSCI to FSCII. This change was effective 09/17/2007.



PERSONNEL NEWS

It's That Time of the Year Again...

Flu season is just around the corner and anyone can be a potential target. Your best protection against the debilitating effects of this virus is to get a flu shot. For this reason, the DHSR Wellness Committee is sponsoring an onsite flu shot drive from 9 a.m. to 1:00 p.m. on 10/22/07, in the Council Building basement in Raleigh. The flu shot will be **FREE** of charge with a **Blue Cross Blue Shield insurance card and a photo ID**. Nonmembers may receive the shot for \$30 (cash or check only). Children ages 9-17 must be accompanied by a parent or legal guardian who must provide written authorization for the shot. If you need to reserve a space in the Flu Shot clinic, please email Doris.Kester@ncmail.net.

ABOUT THE FLU

The flu is a disease of the breathing passages caused by the influenza virus. It affects people of all ages as it spreads through the air from person to person. The virus can be as contagious as the common cold and is easily transmitted from people who are already infected. You can also get the flu from those who have been exposed, but have not yet developed symptoms. This means that you can be contagious and not even know it.

The flu is more serious than a cold, often causing severe symptoms such as body aches, exhaustion, high fever, respiratory inflammation, congestion, cough and more. You could be ill for a week with some symptoms lingering for up to a month. For people that are classified by the Centers for Disease Control (CDC) as high-risk, it is especially important to get vaccinated. This group includes people over 65; a household contact of persons at increased risk of flu-related complications, anyone with heart disease, diabetes, kidney disorder, blood disorder or an impaired immune system.



The Flu Shot Can Be Your Best Protection

Flu vaccine is 75 to 90 percent effective in preventing infection. Contrary to a popular myth, you cannot get the flu from the vaccine since it is made from highly purified, egg-grown viruses that have been rendered noninfectious.

The vaccine causes your body to produce antibodies that protect it against the virus. Even if you received a flu shot last year, you still need to receive another one this year to remain protected. The reason being, each year the flu strain changes and your body slowly loses its immunity to the flu.

As with any vaccine, flu vaccine has some side effects. Less than 1/3 of those who receive a flu shot will experience some soreness at the vaccination site, and only 5 to 10 percent will suffer mild side effects such as low-grade fevers and headaches. Anyone with a history of hypersensitivity to eggs or egg products should not receive a flu shot since the vaccine is grown in hens' eggs.

October and November are the optimal months for flu vaccination. However, getting vaccinated later will still prevent illness in most flu seasons. The CDC recommends that vaccination continue through December and as long as vaccine is available. So if you want to be sure you're healthy for the holidays or that

NEW DHSR EMPLOYEES

New DHSR employees since the last newsletter are listed below:

Construction

Jayne Gallo
Rita Jones
Dawn McLean
Danny Moody
Garrick Starck
Tahlia Paschal
Mark Thompson, Jr.

Mental Health L&C

Michelle Byrd

LEXINGTON OFFICE
April Michelle Varner

CLINTON OFFICE
David Snodgrass
Emily Stanley

Adult Care Licensure

Jennie Thomas
Betty Dickerson
Cynthia McGuffey
Tiombe Robinson

LEXINGTON OFFICE
Carolyn Harrison

ASHEVILLE OFFICE
Sally Hill

CLINTON OFFICE
Jennifer Danks

OEMS

Gloria Hale
Kyle Jordan

Nursing Home Licensure & Certification

Solomon Weiner
Daniel DiMeo
Tiffany Bazemore
Penny Owen

BLACK MOUNTAIN

Deborah Swisher
Jill Sutton
Jeannie Guffey
Linda Jonigan

Acute and Home Care Licensure & Certification

Roderick Marshall
Duane Jones

Health Care Personnel Registry

Pamela Wiley
Kathy Turner

Certificate of Need

Gene Deporter

Division Office

Betty Cogswell
Steve White



Retirees

Lorraine Spekczyński, Construction, May 1, 2007
Hazel Slocumb, HCPR, June 1, 2007
Jim Turner, Construction, July 1, 2007
Rebecca Buck, HCPR, July 1, 2007
Rosemary Harrell, HCPR, July 1, 2007
Hazel McNeely, Nursing Home L&C, August 1, 2007
Shirley Kinne, Nursing Home L&C, September 1, 2007
Dee Quiambo, Nursing Home L&C, September 1, 2007
Randi Ostack, CLIA, October 1, 2007

HURRICANE AWARENESS

The National Weather Service is predicting another active hurricane season this year. When severe weather threatens, it's time to prepare for the worst. Whether it's a hurricane, tornado, or severe thunderstorm, use the following information to make sure that you weather the storm.

The differences between a **tornado watch** and **tornado warning** are:

TORNADO WATCH - means "watch" the skies and conditions are favorable for the formation of tornadoes in and adjacent to the watch area. A Tornado watch does not require an internal evacuation.

TORNADO WARNING - means a tornado has been sighted in the immediate area or detected on radar. Enact your severe weather emergency plan now and seek shelter immediately.

Prepare for the possibility of severe weather by learning the safest places to seek shelter when at home, work, school, or outdoors. Each DHSR facility has a severe weather evacuation plan and a designated safe shelter. Make sure you know the evacuation plan and safe shelter for your building. If you are unsure of the location of your safe shelter, please ask your DHSR Safety Committee member.

Families should have a severe weather emergency plan and necessary supplies on hand in case a storm strikes. At home, develop or update your family's emergency plan and assemble your Emergency Preparedness Kit.

Please check out this website --

on how to prepare for severe weather and for other types of emergencies weather and for other types of emergencies which occur in North Carolina. This site also links to federal, state and local information.



Questions about hurricane preparedness can be directed to county or state emergency management agencies. Additional preparedness information is available on the Internet at www.nccrimecontrol.org or at the national hurricane awareness site at <http://hurricanes.noaa.gov/>.

Staying informed about severe weather and making sure that you know what to do when severe weather threatens will

HOLIDAY SAFETY QUESTIONS & ANSWERS

The holidays are an exciting time of year, and to help ensure a safe holiday season, here are some frequently asked questions and answers regarding holiday safety:

- **Can I run a drop cord to my...?** No. Extension cords are not allowed except for temporary presentations or temporary attended use. Extension cords are not to be used in lieu of permanent wiring systems. Do not use ground pin "cheater" devices to plug a grounded cord into an ungrounded (2 slot) receptacle outlet.
 - **Are candles allowed?** No. Items with an open flame such as candles and potpourri are not allowed even if they are directly supervised.
 - **Can I put up an artificial tree?** Yes. If they are labeled as "fire-retardant" or "flame-resistant".
 - **Can I put up a natural tree?** No. Natural trees are not allowed in State buildings or State leased space. They can dry out because of weekend inattention and poor humidity conditions.
 - **How many lights can I string together?** Install UL listed (or CSA) lights in accordance with the listing instructions. Most light sets limit the number of sets that can be connected in series (connected to each other) since the first strand carries all of the current to subsequent strands.
 - **Should the decorative lighting be turned off before leaving the office?** Yes. Do turn off all decorative lighting when leaving the office for the evening
 - **Can I decorate the stairwell?** No. Stairwells must be kept free of all items including decorations and plants.
- Can I decorate the hallway?** Yes. However, don't block or obscure exit corridors, exit signs and exits with decorations since this is our means of egress in an emergency situation.

Other general reminders for building and electrical safety in the workplace:

Portable electric space heaters are not allowed.

- No coffee pots, microwave ovens, refrigerators are allowed unless pre-approved in accordance with Division Directive No. 33. -- Please call Carey Gurlitz, DHSR Safety Officer, at 855-3854 with any requests.
- Keep the area in front of electrical panels a minimum of 36 inches clear in front of the panel. The 36" clearance is from floor to ceiling. (OSHA)
- Do not leave microwave ovens in operation without direct visual supervision. Be careful about the surface tension effect from microwaving that can allow a superheated liquid to explode after the surface tension is disturbed.

WELLNESS NEWS

Written by: Your Wellness Rep, Deb Nichols

The Wellness Committee has many activities going on; here are some important things to keep in mind! Watch your email for more information on all of these activities. If you are interested in any of these activities, please contact Debra Nichols at 715-2321 or debra.a.nichols@ncmail.net.

Stress Relief

Lunch and Laugh with "I Love Lucy" on Monday, September 24, 2007 from 12:15 to 1:15. Leave your desk and bring your lunch to enjoy watching the shows! Take a stress break! Leave the phones and email for at least a half hour and you will feel refreshed when you return to work!

Blood Drive

...will be in the Haywood Gym on Monday, October 22, 2007 from 9-2.

"Weight Watchers at Work"

...is on Wednesdays in the Haywood Gym from 12-1.

Yoga Classes

...in the Haywood Gym on Mondays, from 12 -1.

Pilate Classes

...in the Haywood Gym on Thursdays from 12-1.

Blood Pressure Checks

...are every Monday you can visit the Wellness Room in the Council Bldg. between 10 and 11.

The Haywood Gym Wellness Room has been a great success. We have had over 60 waiver forms received, which means people are aware of the facility and are using it! If you would like more information, just let me know!



DHSR Newsletter Committee

Jeff Horton, Division Office
Ruth Jolaoso, NH Lic & Cert
Wendy Williams, Adult Care Lic
Doris Kester, Personnel
Sheri Wilder, NH Lic & Cert
Lou Morton, Complaint Intake Unit
Joan Byrd, Data Management
Rebecca Barefoot, Data Management
Doug Barrick, Adult Care Lic
Sam Cravotta, Construction
Wayne Denning, MH Lic & Cert